

## Handling Workplace Conflict Effectively

**Course Description:** This workshop presents tools and techniques for increasing collaboration through effective conflict management to transform the workplace into a productive and welcoming environment. In this workshop, participants will learn how to improve upon their conflict management skills, how hot buttons can trigger conflict in the workplace, and how to have crucial conversations about conflict with colleagues in the workplace. Participants will be introduced to the sources of conflict in the workplace as well as what constructive and destructive responses to conflict they may exhibit. Participants will also discuss the value of perspective taking and obtain strategies for increasing their communication skills to better address a disagreement, dispute, or conflict when it arises with other members of their team.

This course can be designed to be a three, four, or five-hour workshop depending upon a particular agency's needs and is limited to a class size of up to 30 participants per workshop. The three-hour workshop includes the class content and some skill building exercises. The four-hour workshop includes additional skill building exercises and the five-hour workshop includes all of the skill building exercises as well as an opportunity for the participants to create an individual action plan which sets forth goals and helps keep a participant accountable to the action plan created.

**Pre-Requisite:** Participants complete a Conflict Dynamics Profile, which is a confidential, self-assessment tool. The participant will also be provided with a Conflict Dynamics Development Guide during the course which provides further details about the participant's assessment results and enables the participant to create a self action plan for improvement.

**Cost:** The workshop costs \$35.00 per participant. This cost covers the individual Conflict Dynamics Profile assessment tool and includes a forty-one page Development Guide that each participant will receive during the workshop. EDR also requests the requesting agency to cover the applicable shipping, handling, and eVA vendor fees which is approximately \$40.00. Finally, the requesting agency is responsible for the trainer's mileage reimbursement at the applicable state rate.